



Creative Care Options

Family Care Expansion

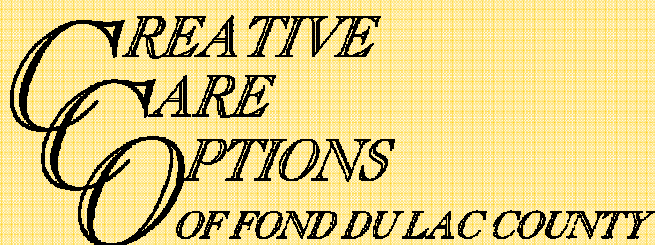
Family Care is expanding throughout the state, and Creative Care Options is a part of this expansion process. Katie Mnuk was hired by Allen Buechel, County Executive of Fond du Lac County, to help further Family Care Expansion in our area. Katie is the Coordinator for the new Family Care District. Currently, the new district will include counties of Fond du Lac, Winnebago, and Manitowoc. Other Northeastern Wisconsin counties are invited to join the group as well.

Ultimately, the District will have to en-

sure that it is able to do business within its own fiscal confines. The new District, not the County, will be held liable for its own financial responsibility. Similar to how Creative Care Options does business, the District will be governed

strict beginning in 2010. There are many steps that will need to take place to ensure that a sound business is created with input from many sources.

You might be asking yourself, what does this mean to me? Currently, Creative Care



by its own District Board, which will have representatives from all Counties involved.

According to Allen Buechel and Katie Mnuk, planning for the District will begin this summer, with a goal of transitioning members into the new regional Family Care dis-

Options is serving 1031 people in Fond du Lac County and although our name will change, we want to ensure that we will continue to provide quality, cost-effective services to all of our members. Significant time and resources will be used to make sure that service delivery to our current members is not disrupted as Creative Care Options goes through expansion.

James D. Meisinger
Director



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Keeping You Informed

Creative Care Options has a responsibility to keep you informed about supports and services. We are also obligated to send a new Member Handbook annually. That is why the Member Handbook was updated and sent to you in April. By reading it or asking your team to review it with you, you can get an understanding of Creative Care Options and processes used to provide long-term care services

and supports. The Handbook also informs you about your rights as a member and the appeal and grievance processes. A copy of the Provider Network Listing was also sent to you with the Handbook. The Provider Network Listing gives members information about the services and agencies contracted by Creative Care Options to support our members. It is your right to know about

all the support and services available to meet your long-term care needs and outcomes.

For those of you with computer and Internet access, the county website has a direct link to Creative Care Options webpage. It provides a wealth of information about the Family Care Program, Creative Care Op-

“What do you want to read about?”

tions, and our processes. This is all public information. The county website is <http://www.fdlco.wi.gov/> and you can “click” on “More” under Creative Care Options to reach our area on the website.

This newsletter is sent to you two times per year in an effort to keep you informed about the satisfaction surveys we have done, the results of

quality improvement projects, and to keep you informed about who Creative Care Options serves. We also like to include articles about our members, your member rights, and Family Care Program benefit matters. Since the Family Care Program is expanding around the state, we will be including information about expansion, and what it might mean for you as a member of Creative Care Options.

It is important that you let us know what you would like in the newsletter. That is, what do you want to read about? What information would you like to know related to Creative Care Options? If there are topics or questions that you would like to see in the newsletter, please call 920-906-5121 and tell Member Relations about it. ☐☐☐



worker. You can ask your ESS worker if you have questions about any notices that you receive.

Q: Who do I or my providers call for service authorizations after hours?

A: There may be times on evenings (after hours), holidays, or weekends when you or your provider need to request services beyond those services authorized in your individual service plan. An on-call person who can provide needed **service authorizations after hours** may be contacted at **920-906-5177**. If you want to leave a message for your care manager or nurse, call their direct number and leave a message or call **920-906-5100** and leave a message. ☐☐☐

Frequently Asked Questions (FAQs)

In talking with care managers and nurse care managers who see you regularly, there are some **“frequently asked questions”** or **FAQs** which some of you have asked. To keep you informed, we hope to have a regular “Frequently Asked Questions” section in the newsletter. Your questions can be answered in the “FAQ” section.

Q: Why do I have a nurse?

A: The Family Care Program requires you to have a care manager and a nurse care manager assigned to you. It is the role of the nurse to assist you with healthcare access and coordination. Your nurse also works to promote your health and wellness through the guidelines in effect at Creative Care Options. You should contact your nurse for

health questions, any change in health or medications or doctor visits. Your nurse will assist you to plan for supports after any hospital stay. The nurse is your contact for disposable medical supplies.

Q: Where does my Economic Support Services worker fit in?

A: Your Economic Support Services worker (ESS) is the person you contact regarding your financial eligibility for the Family Care benefit. Your financial eligibility is reviewed at least one time per year. The information you provide to your ESS worker helps to establish your eligibility and any cost share you may have. This worker is employed by the Department of Social Services, not Creative Care Options. The notices that you receive about eligibility matters are from your ESS

June 12-15 Flooding Impact On Our Members

When **Dan Diaz** woke up at 2:00 AM on Friday, June 13th, got into his wheelchair, and went to his living room window, he thought he was dreaming. "It looked like a river going down the street," according to Mr. Diaz. With the Fond du Lac River one block away and over its banks, it really was a river. The water surrounded his house right up to the foundation. He peered down into his basement and could see four to five feet of water which ruined his furnace, water heater, washer, dryer, an extensive collection of old comic books and other items. Although firemen came in a large wheeled truck to evacuate him, he chose to stay with "Mumbles," his cat. He was without gas for ten days. He has signed with FEMA for assistance and now has a new furnace and water heater.

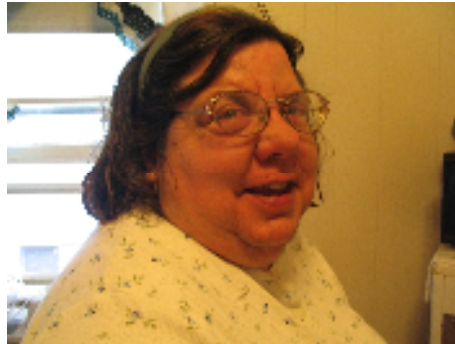


Dan Diaz talked about flooding.

It was an experience he would rather not have had, and he is glad the river subsided on Friday rather than continuing to rise.

● **Connie Jensen** was sleeping on a couch in her living room when she heard a knock on her door in the middle of the night. Firemen in a boat were at her door asking her to evacuate her apartment. She reported she was only half awake while packing a duffel bag. Connie said it was really dark with no street lights due to road construction

where she lived. Connie said, "The boat was right at the bottom of my front steps." The water filled the street and went right to the foundation of where she lived. The firemen took her to the County Fairgrounds shelter. She said she spent all day Friday at the Fairgrounds



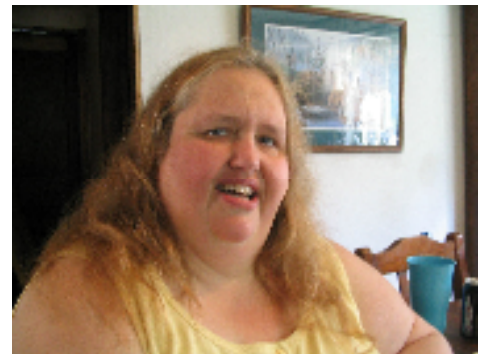
Connie Jensen back at home.

and was able to return to her apartment on Saturday. She said "The cot wasn't so comfortable" but people "made it do." Connie lost clothing stored in the basement, which was full of water for a few days.

● **Lynn Giedd** has river frontage in her back yard. On Thursday evening June 12th, the river rose to surround her house and to come within seven inches of her ground floor. "My house looked like an island." So Lynn and her neighbors sat on the front porch singing "Islands In the Stream," as it was all she could do. They toasted to drought weather. Lynn said she was up and awake all night. When firemen came to ask her to evacuate, she declined in order to stay with her two dogs and four cats. She noted that her neighbors across the street were boated away with the neighbor's oxygen tanks and all. Her electric power and gas were tuned off. The next day an extension cord from the neighbor's house helped to operate her refrigerator,

TV, fan, and one light.

Lynn's neighbors, family, and friends like Jason Shepherd helped her to clean out her basement and to wash it out. Jason Shepherd reported they took about 1700 pounds of mud out of the basement in garbage cans. The pile on the terrace of her house she said "was 35 feet long and 4 feet high." She lost a number of collectibles and furniture, and of course her water heater and furnace. She is grateful to friends and family and neighbors who all pitched in to help her to reclaim her house. The one memory that sticks in her mind is of a family of five walking in the water with backpacks on to evacuate the neighborhood. "The children were all roped together with the parents so they wouldn't be washed away. That's when I knew that this was serious."



Lynn Giedd sang about "Islands in the Stream."

A number of you were affected by the flooding that occurred during June 12th to 15th. Many of your stories are similar to those given in the interviews reported here. Overall, it was friends, neighbors, and family who assisted one another to recover from the effects of the flooding. Your CCO teams assisted as well. The flood experience was one of "community" at its best when the chips were down. ☐☐☐

Results of Recent Member Survey

A Member Survey was mailed to 1035 members with the new 2008 Member Handbook and 2008 Provider Network Listing during April. A total of 333 of you completed and returned the survey in the envelope provided. There was a very good return rate of 32% of the surveys. This means results of the survey would likely be the same 95 out of 100 times.

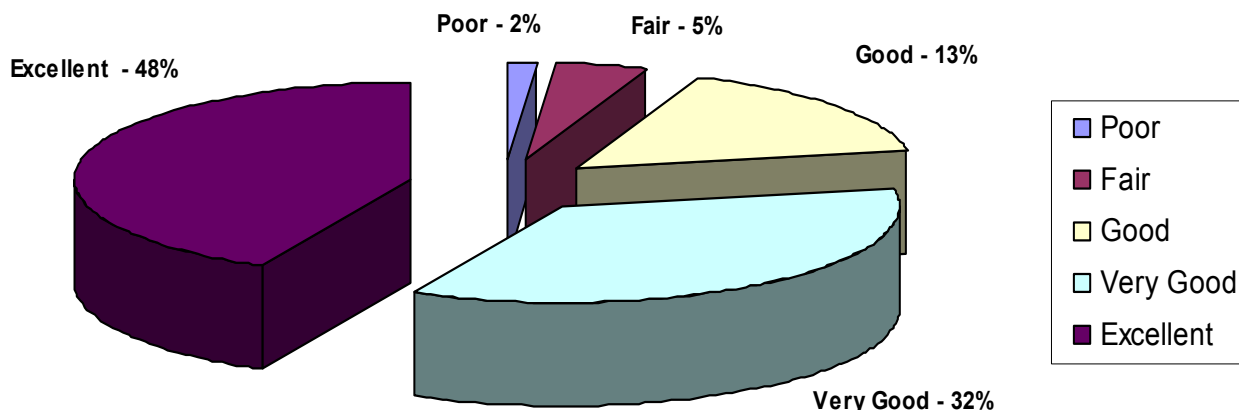
There were ten statements to rate on a scale of 5 to 1 (excellent to poor). The statements were the same as on the 2007 survey. Your ratings on nine of the ten statements for 2008 were up slightly over the ratings for 2007. The rating for one item

about provider timeliness was practically identical. The biggest change in the result was your rating for your overall experience with Creative Care Options, as 48% of you rated your experience with CCO as "Excellent," versus 43% for last year. As in last year's survey, the highest ratings you gave were for the level of respect shown to you by your CCO team and by your provider's workers. The lowest rating average was 4.07 (of 5.00) which you gave for timeliness of your team and provider (4.08) to arrange new services, but even that rating was 75% as Excellent or Very Good for both. There were 95% of you who rated services

from your main provider as Good or better, with 51% at Excellent. Thank you for your written comments. They were quite helpful to identify quality issues. There will be a second survey with different questions sent later this year.

Your feedback to Creative Care Options is important for us to learn how to better serve you. Your time and efforts to give input are really appreciated. If you have comments or suggestions to help us to improve our processes and services, please share those ideas with our Quality and Member Relations staff at 920-906-5121. ☺☺☺

**Member Ratings of Overall Experience With
Creative Care Options - CY2008**



Of 333 Members Who Returned a Survey,
80% Rated Their Overall Experience With
CCO as "Excellent" or "Very Good"

Note: There were 333 of 1035 surveys returned for a rate
of 32% and Confidence Level of 95%. 06/11/08

Summer Humor



It has been so hot this summer that . . .

- ▶ hot water now comes out of both taps.
- ▶ you adjust to driving your car with two fingers.
- ▶ you learn that asphalt can be a liquid.
- ▶ you note that the best parking place is determined by shade instead of distance.
- ▶ you notice the trees are whistling for dogs to come.

- ▶ you learn that cows are giving evaporated milk.
- ▶ you find out a seat belt buckle puts a red brand on your belly.
- ▶ farmers are feeding their chickens crushed ice to keep them from laying hard-boiled eggs.
- ▶ you see people taking turns sitting in one another's shadow.
- ▶ you can make instant sun tea.

An Orphan Train Rider Tells Her Story

In 1869 Sister Mary Irene of the Sisters of Charity of St. Vincent de Paul helped to start the New York Foundling Hospital. The Foundling Hospital and the New York Children's Aid Society were both involved to "place out" orphaned and homeless children from populous Eastern cities to Midwestern towns by the use of "orphan trains." The trains ran from 1854 to 1929 and changed the lives of over 150,000 children placed with families. Sister Mary Irene's work affected the life of **Sister Frances Allen Bell**, a member of Creative Care Options.

She was an orphan train rider, and is one of the few remaining who form this unique group of historical travelers.

Sr. Frances Bell lives at the St. Joseph's Convent in Campbellsport. At 92 years of age, she is one of the last of the orphan train riders. Her mother brought her to the Foundling Hospital when she was three months old. It was 1916. Her birth mother, Helen Allen, was 25 years old at the time.

Frances was 3 years old when she rode the train from the New York Foundling Hospital to Chicago, where her new adoptive parents met her at the station. John and Anna Bell were from St. Lawrence, Wisconsin, and had previously adopted a son, Anthony, also an orphan train rider. Frances wore a tag pinned to her coat that said, "You belong to John and Anna Bell," as the placement was arranged by Father Burelback, a priest who served a church in St. Lawrence. She was not aware of the many roles he played in her

life until later. She has a picture of Fr. Burelback and herself with the eighth grade graduation class. At about age seven, she learned that she and her older brother were adopted, but didn't realize her part



Sr. Frances Bell relaxes at the convent.

in history connected to the orphan trains until much later. She reported that a nurse from the Foundling Hospital visited now and then to check on her care. Her mother



An orphan train stops in Michigan.

and father farmed in the St. Lawrence area near Slinger. Sr. Frances has fond memories of growing up, and had a strong relationship with her brother, Tony.

The Bell family moved to Bluemound Avenue in Milwaukee when Frances was age 6, and she began school at St. Michael's

School in Milwaukee. Her family moved to Jefferson, Wisconsin, when she was thirteen years old. She became a novice at the School Sisters of St. Francis in Milwaukee at age 16, and was received a year later into the order in 1933. Sr. Frances recently celebrated her 75th Jubilee with the Sisters of St. Francis.

Sister Frances served the order as a homemaker in the convent, and was busy always in cooking, gardening, laundry, and home care. She served in Milwaukee, Minnesota, St. Clare's in Chicago, and Hubble, Michigan. It is clear that Sister Frances and her Lord talk often. She said, "Lord, you can do with me what you want, but don't make it too bad." As she said this her smile lets you know she feels really blessed, and she is thankful to have ridden that orphan train. In turn, she has had an opportunity and a lifetime to serve.

On a trip to New York with Pius High School, she had an opportunity to visit the Foundling Hospital. She learned about the role of the Hospital in her life and connection to the church that she has served. She also walked into an old brick building at the address Helen Allen gave to the Hospital in 1916. She learned of the network of orphan train riders and descen-

dents ironically from another sister at St. Joseph's Convent whose mother was an orphan train rider. Sister Frances Allen Bell's story is part of a book: ***Orphan Train Riders: Their Own Stories, Volume 6***. The book tells of the journeys of children to begin new lives after riding an orphan train. ☐☐☐

CREATIVE CARE OPTIONS OF FOND DU LAC COUNTY



**WE EXCEL IN PERSON-CENTERED,
OUTCOME-BASED MANAGED CARE**

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***Try to Stay
Cool!***

“Pathways” Grant To Assist With Community Employment

There are 552 CCO members under age 65 who are working or who may be interested to work. That group is 53% of our membership. The group is comprised of members who have physical or developmental disabilities. A number of members are involved in day services and in sheltered workshop prevocational work programs. About 90 members have a job in a community setting, either full time or part-time, at minimum wage or better.

Creative Care Options has received a Pathways grant to try to increase the number of members who work at regular jobs in community settings at minimum wage or more. The effort includes an integrated employment specialist who is Theresa Schmidt. This specialist will be working with



members, Creative Care Options' staff, providers, Division of Vocational Rehabilitation staff, and employers-businesses to increase employment opportunities for those of you wanting to work. Ms. Schmidt is a care manager who will devote part of her time to employment related activities, training and educational efforts, and system coordination tasks. She will assist other care managers and members to overcome employment barriers and help members to balance employment

while maintaining important benefits. Part of her duties include assisting those of you who are interested to form micro-enterprises and be self-employed.

Alice Dolan will also be working under the grant part-time. She will be assisting our contracted providers in working effectively with the business community. She will also provide community education on the employment of people who have disabilities.

If you are interested in a job in a community business or would like more hours of paid work contact your care manager. Let your team know you want to work or would like to work more hours at a job in the community. The grant will help to improve your employment outcomes. ☐☐